New NBCC Board Members and Officers Named

Dorothy Jeffries Anderson, Wayne L. Lanning, and Estela M. Pledge were elected to the NBCC Board of Directors effective July 1. Anderson and Lanning hold general directorships on the board. They replace outgoing board members John Bloom and Richard Percy. Pledge was elected to fill the one-year vacancy created by the resignation of Virginia Villarreal-Mann.

Anderson is in private practice in Memphis, TN. Lanning is a counselor educator at the University of Nevada in Las Vegas. Pledge serves as a behavioral health professional in Macomb, IL.

The NBCC Board of Directors' officers for 1998–99 are Sandra Lopez-Baez, chair; Richard Page, chair-elect; and Lynn Brueske, secretary.

Announcing Standards and Survey for Internet Mental Health Services

By Doug Guilbert and Tom Clawson

While existing Codes of Ethics and Standards of Practice have been developed as a result of experiences with face-to-face counseling, few exist for remote interactions such as correspondence, telephone, televideo, and the Internet. Recognizing that some Internet mental health services are ongoing and that this practice may be growing, the National Board for Certified Counselors (NBCC) wrote and implemented the NBCC WebCounseling Standards and, more recently, planned and called for a bilateral Forum on Internet Mental Health Practice.

At the invitation of NBCC and the Center for Credentialing and Education (CCE), the forum convened on January 9 in Bethesda, MD. Twenty-one representatives of mental health professional membership associations as well as individuals from key federal agencies attended. Participants shared information on current developments in delivery of mental health services over the Internet and began to clarify opportunities for
future collaboration. Two areas designated for such collaboration were the development and dissemination of interim “Core Standards” designed to apply to all mental health care providers, and the development of a survey intended to gather information related to organizational certificant/member experiences with what was termed “Internet mental health services.”

**CORE STANDARDS**

Past efforts to provide standards of practice for Internet health services include the development of NCC Core Standards for the National Board for Certified Counselors, and a set of Core Principles resulting from the May 1997 Inter-Professional Meeting on Standards of Practice hosted by the American Nurses Association (ANA). The NCC WebCounseling Standards have been adopted by the NCC Board of Directors and are available through the NCC Internet home page (www.nbcc.org). Relatedly, the NCC Board of Directors has recently adopted Core Standards for National Certified Counselors who are involved in the provision of Internet mental health services. These standards represent the ongoing production of work done by a Work Group of the Inter-Professional Meeting on Standards of Practice and subsequent efforts by NCC, and should be used in conjunction with the NCC Code of Ethics and the NCC WebCounseling Standards.

The efforts of the Work Group of the Inter-Professional Meeting and Dr. John Bloom and Dr. Jim Sampson of NCC are graciously acknowledged. The Standards adopted by the NCC Board are as follows:

I. Practice guidelines and clinical guidelines in the area of Internet mental health should be developed based on empirical evidence when available and professional consensus among all involved mental health care disciplines. The development of these guidelines may include collaboration with government agencies and among disciplines.

II. The integrity and therapeutic value of the client/mental health care practitioner relationship should be maintained and not diminished by the use of Internet mental health care, conduct research, or provide education. Developed by each profession, these standards focus in part on the practitioner’s responsibility to provide ethical and high quality care on the Internet.

A mental health care system or mental health care practitioner cannot use the Internet as a vehicle for providing services that are not otherwise legally or professionally authorized, (e.g., setting fee structure, providing services beyond area and scope of practice).

Services provided via the Internet must adhere to basic assurance of quality and professional mental health care in accordance with each mental health care discipline’s clinical standards. Each mental health care discipline must examine how Internet mental health practice impacts and/or changes its patterns of care delivery and how this may require modifications of existing clinical standards.

The use of Internet technologies does not require additional licensure; furthermore, special care should be taken to avoid licensing jurisdiction, both national and global.

Each mental health care profession is responsible for developing its own processes for assuring competencies in the delivery of mental health care through the use of technologies such as Internet mental health practice.

III. Confidentiality of client visits, client mental health records, and the integrity of information in a mental health care information system are essential and must be...
maintained to the extent possible using current Internet policies.

**IV.** Documentation requirements for Internet mental health services must be developed that assure documentation of each client encounter with recommendations and treatments, communication with other health care providers as appropriate, and adequate protections for client confidentiality.

**V.** All clients directly involved in an Internet mental health encounter must be informed about the process, attendant risks and benefits, and their rights and responsibilities, and must provide adequate informed consent.

**VI.** The safety of clients and practitioners must be ensured. Safe hardware and software, combined with demonstrated user competency, are essential components of safe mental health practice. A adequate referral sources in the client’s geographic area must be documented for emergency situations.

**VII.** A systematic and comprehensive research agenda must be developed and supported by government agencies and mental health care professions for the ongoing assessment of Internet mental health practices.

**VIII.** Geographically remote mental health care professionals are aware of location-specific conditions, events, and cultural issues that may limit credibility or lead to inappropriate interventions.

**IX.** Geographically remote mental health care professionals shall provide potential clients with appropriate referral sources.

**THE SURVEY**

The second area of collaboration, the gathering of information related to organizational certificant/member experiences with Internet mental health services, has also been implemented by NBCC. NBCC has adopted a survey that is now available on an interactive basis through the Internet (available within www.nbcc.org pages). The survey is printed on page 4 to give you the opportunity to view it prior to logging on to the Internet should you choose to respond. We would greatly appreciate for those who currently practice or contemplate practicing on the Internet to complete the survey as it will provide some important information for future efforts. Results will be posted and published.

**NCC NETWORK**

Patricia B. Palmer, Ed.D., NCC, of Rochester, NY, has produced “Healing Imagery for People Facing Cancer,” a set of four relaxation and guided imagery audiotapes designed to mobilize inner healing resources. The set covers: Focus on the Immune System (Tape I), Receiving Chemotherapy (Tape II), Receiving Radiation Treatment (Tape III), and Imagery for Mobilizing Your Healing Energy (Tape IV). The tape set is available from TouchStar Productions (800-759-1294). Single audiotapes are available from Palmer (716-387-0820).
This survey is designed to be completed in less than ten minutes if you answer only the YES NO questions. However, should you have additional time, the various mental health professions that may be joining in this effort would benefit greatly from your sharing any written comments to these questions. Be aware that your answers may be posted on the Internet for any person who visits the site. You are not required to input any personal identifying information.

Please identify yourself only as

1. Someone who, at least once, has actually provided Internet Mental Health Services.
2. Someone who is interested in Internet Mental Health Practice but, as yet, has never provided such services.

**DEFINITION**
For purposes of this survey, Internet Mental Health Practice shall be defined as: “The practice of professional counseling and information delivery that occurs when client(s) and counselor are in separate or remote locations and utilize electronic means to communicate over the Internet.”

**DEMOGRAPHICS**
I have a state credential (license) to practice as

- a professional counselor or professional mental health counselor
- a psychiatrist
- a social worker

I practice, but have no credential (either because the state doesn’t issue credentials in my area of expertise or because I am not eligible).

The computer from which I offer my Internet Mental Health Practice is located in

- United States
- Canada
- Mexico
- Central America
- South America
- Europe
- Asia
- Africa
- Australia
- Antarctica

**1. EXTENT OF PRACTICE**
YES NO Have you provided Internet Mental Health Services at any time in the last year?

Number of current or former clients located in

- current state or province
- another state or province
- another country

**2. SCOPE OF PRACTICE**
YES NO Do you in any way limit the scope of your Internet Mental Health Practice because of

YES NO — Legal Issues

**YES NO — Ethical Issues**

**YES NO — Reimbursement Issues**

**YES NO — Certain problems inappropriate to be dealt with in this manner**

Discussion:

**3. INSURANCE ISSUES**
YES NO Have you found a third-party payer which knowingly reimburses for Internet Mental Health Practice?

**4. INSURANCE ISSUES**
YES NO Have you found a liability insurance carrier which knowingly covers Internet Mental Health Practice?

**5. METHODOLOGY**
Which of the following Internet methodologies have you used?

YES NO Synchronous exchange of e-mail (client and therapist responding immediately to each other’s e-mail)

YES NO Asynchronous exchange of e-mail (client and therapist responding to each other’s e-mail within a specified period of time, i.e., 48 hours)

YES NO Support Chat Group (exchanges take place whenever client “drops-in”)

YES NO Two-Way Videoconferencing (exchanges take place at specified periods of time, i.e, between 2-4 P.M. every Thursday)

YES NO “Dear Abby” services

**6. VISUAL INPUT**
YES NO When visual input becomes more readily available for use in the process, will you be more inclined to provide Internet Mental Health Practice services?

Discussion:

**7. ENCRYPTION**
YES NO Do you encrypt exchanges in your Internet Mental Health Practice?

Discussion:

**8. FEES**
YES NO Do you charge fees for Internet Mental Health Practice?

If yes, explain your fee structure.

Discussion:

**9. BACKUP COUNSELOR**
YES NO Do you identify a backup counselor in the client’s locale to help the client deal with emergencies?

Discussion:

**10. SUPERVISION**
YES NO Is your Internet Mental Health Practice supervised?

If yes, is the supervisor

- local (i.e., available for face-to-face supervision)
- remote (i.e., available for Internet supervision)
- local and remote (available for both)

Discussion:
Reach for the Stars

By Virginia Villarreal-Mann, Past Specialty Director, NBCC Board

At the recent American Counseling Association (ACA) conference in Indianapolis, Sandy Lopez-Baez, Wyatt Kirk, and I were privileged to hear a dynamic young woman by the name of Lieutenant Colonel USAF Yvonne D. Cagle, M.D. Dr. Cagle, the keynote speaker at the Association for Multicultural Counseling and Development’s luncheon, is one of 44 NASA Astronaut Candidate Mission Specialists. She and her colleagues are undergoing vigorous training for future space travel to Mars.

Dr. Cagle shared that at a very young age she would look up at the starlit night and tell her family that some day she wanted to go to the moon. Amidst their laughter and jokes, she refused to be discouraged and never lost sight of her dream. “Put wings on your mind and dream the impossible,” she encouraged us.

Her speech made me think how many dreams become, with unwavering determination, reality. Such is the case with NBCC. In 1982, this organization began as a dream of nationally certifying counselors free from state politics, mandates, and laws. Who could have imagined that 16 years later more than 29,000 counselors throughout the country would have achieved voluntary certification? Who could have dreamed that in 1995 NBCC would incorporate two new corporations, the Center for Credentialing and Education (CCE) and the Research and Assessment Corporation for Counseling (RACC)?

Would anyone in 1982 have believed that NBCC would be leading the way in the issue of WebCounseling and developing standards for the practice of WebCounseling?

NBCC has led the way in protecting the rights of counselors to have fair access to testing. With its support, the Fair Access Coalition in Testing (FACT) was formed and now more than 30 organizations are members of the coalition. Five specialty certifications have been added, and interested groups continue to dialogue with NBCC about creating specialties or new credentials.

Dreams continue to unfold as NBCC works collaboratively with other mental health services groups in the managed care arena and as it seeks to become a truly multicultural organization.

Trailblazers and dreamers are often met with laughter, eye rolling, snickers, and the snide criticism of others. Yet it is those who give wings to their dreams, and are not boxed in by conventional wisdom, who open doors and create opportunities for others. “Dare to believe, dare to achieve,” said Dr. Cagle. It is hard to speculate what will be the issues NBCC will be grappling with in the next 16 years. But I have no doubts that it will continue to build on its foundation of successes.

NATIONAL MULTICULTURAL INSTITUTE
The National Multicultural Institute is a good resource for multicultural information. It may be contacted at:
3000 Connecticut Avenue, N.W., Suite 438
Washington, D.C. 20008-2556
Telephone: 202-483-0700
Web site: www.nmci.org

From left: Virginia Villarreal-Mann, Sandra Lopez-Baez, and Wyatt Kirk with Lieutenant Colonel USAF Yvonne D. Cagle, M.D., one of 44 NASA Astronaut Candidate Mission Specialists.
CONTINUING EDUCATION PROVIDER UPDATE

REINSTATED PROVIDERS
KidsPeace National, Wecosville, PA #5275
Family Therapy Institute of Washington, DC, Rockville, MD #5668
Glenda Isenhour, Brierfield, AL, #6009

NEW APPROVED PROVIDERS
Mental Health Association of Montgomery County, Rockville, MD #5796
Association for the Advancement of Behavior Therapy, New York, NY #5797
Family Therapy Practice Center, Washington, DC, #5798
Organizational Resources, Shreveport, LA, #5799
The American Institute of Medical Education, Sherman Oaks, CA, #5800
Health Science Seminars, Palo Alto, CA, #5801
CORA Services, Philadelphia, PA, #5802
Trance*Sand*Dance Press, Taos, NM #5803
Orchard Park, W. heeling, W V, #5804
Mental Health Council of Arkansas, Little Rock, AR, #5805
Golden Gate University, San Francisco, CA, #4467
Azusa Pacific University, Azusa, CA #4468

PROVIDERS NOT RENEWING
Chestnut Hill College, #5171
Winston-Salem/Forsyth County Schools, #5187
Reflective Agreement Institute #5639
Continuing Education Resources #5640
Tennessee Department of Education #5716
Cam Loveday, Success Motivation #6038

NEW APPROVED HOME STUDY PROGRAMS
“Innovations in Clinical Practice, Vol. 16” ..........................20 hours
Order from: Professional Resource Exchange, 2033 W ood St., Suite 215, Sarasota, FL 34237-7927
phone: (941) 366-7913
Subscription to Christian Counseling Today ............ 3 hours each issue
Order from: American Association of Christian Counselors, 2811 Linkhorne Rd., Suite E, Lynchburg, VA 24503
phone: (804) 384-0564

“Sandplay: The Sacred Healing” ........................................10 hours
Order from: Trance*Sand*Dance Press HC71 Box 29A, Taos, NM 87571
phone: (505) 751-3862

“Integrative Couples Therapy” ......................................... 8.5 Hours
“Understanding Biological Psychiatry” ............................10.5 hours
Order from: Journal Learning International PO Box 1310, Clackamas, OR 97015
phone: (503) 233-4132

The NBCC Staff Team
By Pam Leary, Recertification Administrator

It is not widely known but two of our staff members, Susan Eubanks and I, have both had breast cancer in the last three years. NBCC staff members have been wonderfully supportive of both of us. Susan and I both realize that we weren’t the only ones to suffer from our battle. Our coworkers all experienced a myriad of emotions, including a deep desire to be of help, as they watched our struggle (which, I am happy to say, seems behind us).

Recently, Susan was invited to be a team captain in the American Cancer Society’s “Relay for Life,” which is a fund-raising event built around teams of people keeping at least one team member on a running/walking track for 24 straight hours. Susan, in turn, invited NBCC staff members to participate by walking or donating baked goods. There was such a positive response that we were able to form an NBCC team.

Team members elicited supporters to pledge donations for each walker. There were tents and food and music to support the walkers and lots of banners and ribbons celebrating those of us who are survivors. Most significant for Susan and me was the “Survivor Lap.” Our coworkers cheered as we and dozens of other survivors took our lap around the track. Susan and her husband, Ray, sold yummy barbecue, and we all sold baked goods donated by the staff.

Many organizations were represented, including the National Breast Cancer Coalition (NBCC), so we called ourselves “The Other NBCC.” Susan organized our team for the relay, and we raised more than $2,000 for cancer research. But even more importantly, we all got an opportunity to come together for a wonderful cause which has touched our entire staff very personally.

This was a healing event for all of us after three years of pretty rough going. There could not have been a better team-building exercise for the NBCC staff than the “Relay for Life.” Susan and I want to express our deep gratitude and love to all the staff members who walked, baked, sat with us at our tent, donated money, and wished us well. NBCC... what a team!

HAVE QUESTIONS?
Our Fax Information Line can help
Call 1-800-324-NBCC

The National Certified Counselor
RACC Memorial Honors Those Dedicated to the Counseling Profession

The Research and Assessment Corporation for Counseling, Inc. (RACC) has received another donation in memory of a deceased counselor. A contribution honoring the memory of Paula Kelly has been sent by Dr. Bette Holzberg to help promote the work of RACC. Kelly’s name is being inscribed on a plaque in the RACC office.

Do you have a colleague who is now deceased who dedicated his or her life to helping others through the profession of counseling? Consider making a donation to RACC in memory of that counselor. Names of counselors so honored will be inscribed on a plaque in the RACC office and will be published in The National Certified Counselor. Use the form below, indicating that this is a memorial gift. If you provide the name and address of surviving family members, RACC will notify them that you have made a gift in memory of their loved one.

RACC DONOR FORM

NCC CERTIFICATE # __________________________________________
NAME ____________________________________________________
ADDRESS ___________________________________________________
____________________________________________________

I would like to make a tax deductible donation in the amount of:

- $5.00
- $10.00
- $20.00
- $30.00
- $50.00
- $100.00
- $______ Other
- $______ Memorial Gift (see below)

- Please charge $______ (insert amount) to my credit card.
  - VISA
  - MASTERCARD
  - AMERICAN EXPRESS

CARD NUMBER ______________________________________________
EXPIRATION DATE ___________________________________________
CARDHOLDER _______________________________________________
SIGNATURE _________________________________________________
MEMORIAL GIFT: In memory of ________________________________

MAIL TO: NBCC, PO BOX 651051, CHARLOTTE, NC 28265-1051

May we list your name as a RACC donor in NBCC publications?

- YES
- NO

YOU MAY BE SELECTED

Ten percent of all National Certified Counselors (NCCs) will be contacted in the fall to participate in the most extensive job analysis of counselors to date. This job analysis study will provide invaluable information regarding the actual work practices of NCCs. Data will be used to define the roles of professional counselors and to revise the National Counselor Examination for Licensure and Certification (NCE). If you are chosen as a respondent for this study, please be sure to participate in this exciting opportunity for the counseling profession!

NATIONAL BETA CLUB CONFERENCE

The National Beta Club will present its 12th annual National Educational Conference for Counselors and Administrators on September 28, 1998, in Essex Junction, VT. For more information, call 1-800-845-8281.

THE INTERNATIONAL ALLIANCE FOR INVITATIONAL EDUCATION

announces its 1998 Invitational Education World Conference
World Conference Lexington, KY October 14–18, 1998
For more information: 606-873-4701
Dimensions in Mental Health Practice

The first module, “Clinical Skills for Mental Health Professionals,” is now on-line.

Visit the Web Site at http://www.dmhp.org

Cost $50.00

(Visa, MasterCard, and American Express accepted)

3 Continuing Education contact hours (.3 CEUs) for successful completion

Visit the site to try out the Sample Case Study

CCE is approved by the National Board for Certified Counselors to offer continuing education activities for National Certified Counselors.
Now you can join the thousands of satisfied Mental Health professionals who return again and again to use our CE service with two FREE programs from PsychoEducational Resources, Inc.

NBCC approved!

Domestic Violence Awareness: FREE videotape

Deanna Lynda Barlow discusses the definition and description of Domestic Violence, overview the process of intervening domestic violence victims, and details its effects on victims and children.

Order # 801 for videotape FREE
Order # 503 for 3 CE credits $19

Dealing with Domestic Violence: FREE audiotape

Dr. Pamela Hansen details the signs, signals and causes of domestic abuse, walks the post-traumatic effects of violence and the assessment, treatment and desired outcomes of therapy. Also identifies personal, family, and community resources vital to successful treatment.

Order # 504 for video tape FREE
Order # 504 for 2 CE credits $19

Short Term Treatment of Anger Clients: Audiotape

Dr. Greg Barlow provides a step-by-step overview of an effective anger management, and professional and legal overview of domestic violence. Also contains strategies for assessing violence for working with angry clients, and a training guide with client handouts.

Order # 506 for audio tape $19
Order # 506 for 3 CE credits $19

Clinical Psychopharmacology Made Ridiculously Simple: Book

This information book provides an engaging overview of clinical psychopharmacology written in a practical, consumer format. It addresses the most important factors in the successful treatment of emotional and mental disorders. A thorough knowledge of psychotropic medications and an accurate diagnosis. Includes FREE Quick Reference Guide to Psychotropic Medications

Order # 807 for book $19
Order # 808 for 4 CE credits $19

Order Form

[Insert form with item numbers and prices]

Name: ____________________________
Address: ____________________________
City: __________________ State: ______ Zip: ______
Phone: ____________________________
Driver License: ____________________
Expiration Date: ____________________
Check payable to: NBCC
Payment method: Visa Master Card

Remit to: NBCC
P.O. Box 2198
Keyser Heights, FL 32606-2198

For orders over $50, please allow 4-6 weeks for delivery. For orders under $50, please allow 2-4 weeks for delivery.
**NBCC FAX INFORMATION LINE MENU**

To receive information from the NBCC Fax Information Line, call 1-800-324-NBCC (6222).

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**Continuing Education**

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| 4111 | Contact Hour Verification Form |

**NBCC Approved CE Providers**

| 4002 Region 1—Connecticut, Maine, New Jersey, New York, Vermont, Delaware, Massachusetts, New Hampshire, Rhode Island |
| 4003 Region 2—District of Columbia, Florida, Georgia, Maryland, North Carolina, Pennsylvania, South Carolina, Virginia |
| 4004 Region 3—Alabama, Arkansas, Kentucky, Louisiana, Mississippi, Tennessee, W est Virginia |
| 4005 Region 4—Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Nebraska, O hio, W isconsin |
| 4006 Region 5—Colorado, Idaho, Kansas, Montana, Nevada, North Dakota, South Dakota, Utah, W yoming |
| 4007 Region 6—Alaska, Arizona, California, Hawaii, New Mexico, Oklahoma, O regon, Texas, W ashington |
| 4008 Region 7—Canada, Puerto Rico, United Kingdom, U.S. Virgin Islands |

**Continuing Education Calendar**

| 5001 New England—Maine, Rhode Island, New Hampshire, Massachusetts, Vermont |
| 5002 Northeast—New York, Connecticut |
| 5003 Eastern Seaboard—New Jersey, Delaware, Maryland |
| 5004 Mid-Atlantic—Virginia, Pennsylvania, Washington D.C. |
| 5005 Southeast—North Carolina, South Carolina, Georgia, Florida |
| 5006 South—Kentucky, Tennessee, W est Virginia, Arkansas |
| 5007 Deep South—Mississippi, Louisiana, Alabama |
| 5008 Great Lakes—Ohio, Michigan, Minnesota, Illinois, Indiana, Wisconsin |
| 5009 Midwest—Missouri, Kansas, Nebraska, Iowa |
| 5010 West—Colorado, Nevada, Utah, South Dakota, North Dakota, Idaho, Montana, W yoming |
| 5011 Southwest—Oklahoma, Texas, N ew Mexico, A rizona |
| 5012 Pacific—Washington, Oregon, California, A laska, Hawaii |
| 5013 Non-U.S.—Puerto Rico, Canada, U.S. Virgin Islands |
CONGRATULATIONS TO THE ALASKA COUNSELING ASSOCIATION

In June the governor of Alaska signed into law the newest counselor licensure legislation in the country. Plans are underway to establish a licensure board to oversee the credentialing process. The board will consist of five members including: at least one counselor in private practice, one who works in a public agency, one from a rural area, and one member of the general public who is not a counselor or related to a counselor. If a counselor is interested in serving on the Alaska licensure board, he or she should send a résumé and letter of interest to:

Cindy Smith
Board and Commissions
Office of the Governor
P.O. Box 110001
Juneau, AK 99811-0001

In the letter, persons may include how they are qualified, such as a licensable counselor, a registered voter in Alaska, from a rural area, if they work at an agency, or are in private practice.

There is no pay for the service of being a board member. The board will meet four times a year for two working days. Expenses will be paid for transportation, meals, and lodging.

ARKANSAS

Correction: Arkansas’ e-mail address is akthomas@saumag.edu.
THE NEW VERIFICATION FORM

A new Contact Hour Verification Form has been developed for your convenience in documenting continuing education contact hours when the provider charges an extra fee for a certificate or for activities where there is no certificate offered. This form can be printed from the NBCC Web site (www.nbcc.org) or requested from the NBCC Fax Information Line (800-324-NBCC; document 4111). Please read the form carefully before filling one out. The completed forms should be stored in your NBCC Continuing Education Folder, which you received when you became certified. DO NOT send copies to NBCC. They will be returned to you for storage in your file. Make multiple copies as needed. More copies may be requested from the Recertification Department.

NCCS WITH A JUNE 30, 1998 EXPIRATION DATE

If your expiration date was June 30, 1998 and you have not yet turned in your recertification form, you have until December 31, 1998. In addition to the form, fee payment and any required documents must be submitted. After December 31, 1998, an extra fee and a required continuing education audit will be necessary for reinstatement of active certification. Please contact the Recertification Department if you have questions.

NCCS WITH A DECEMBER 31, 1998 EXPIRATION DATE

If your expiration date is December 31, 1998, you should receive your recertification form by the end of November. NCCs should be sure that, by that time, you have 100 hours of continuing education completed and that you can document the hours. Contact the Recertification Department if you have questions.

HOME STUDY: CREDIT AND CONVENIENCE

This is a reminder that NBCC accepts continuing education credit earned through home study programs as long as the programs appear on the NBCC Approved Home Study Courses list. This list may be ordered through your fax machine by calling 1-800-324-6222. When the automated system answers, wait for the prompts and punch in your fax number and the number of the document you want. For the home study list, punch in #4001. For a full menu of available documents including the continuing education calendar of events and the list of approved providers, see the NBCC Fax Information Menu in every issue of The National Certified Counselor.

Please remember to reprogram your speed dial keys. NBCC’s new area code is 336. Our new phone and fax numbers are:

Phone: 336-547-0607
Fax: 336-547-0017

AMERICAN MENTAL HEALTH COUNSELORS ASSOCIATION (AMHCA) HAS A WEB SITE ADDRESS: WWW.AMHCA.ORG

Voluntary Audits

The following NCCs have passed the NBCC Voluntary Audit for special recognition in continuing education. While 100 hours of continuing education are required for recertification, these NCCs have completed and documented more than 130 hours in the five-year certification period. They have received a special certificate citing this achievement and are to be congratulated for their dedication to excellence. NBCC salutes them!

Maria Edert, #30389, Maisach, Germany
Howard P. Wright, Sr., #7805, Southport, ME

Have you read your continuing education folder?

When you became certified or recertified by NBCC, you were issued a continuing Education Folder that contains all of the requirements for recertification and continuing education. It is also a place to store and log your continuing education activity documents. The information contained in the folder is your guide for choosing appropriate continuing education activities from either approved or non-approved continuing education providers. Please read the folder and its contents before calling the Recertification Department. If you have lost your folder, you may request a new one at no charge.

American Mental Health Counselors Association (AMHCA) Has a Web Site Address: WWW.AMHCA.ORG
NBCC Web Site Redesigned

By Barbara Potts, NCC, NCSC, Special Projects Coordinator

During the spring the NBCC Internet Web site (http://www.nbcc.org) underwent major reconstruction with a redesign of all pages. If you have not visited lately, you are encouraged to check out the new site.

The changes have made the Web site more user-friendly. The lengthy text which required scrolling through paragraphs of information on the home page has been replaced with buttons to direct the visitor to the information sought. A useful addition at the top of the page is the NCE Registration and Status Info bar, which gives applicants information on the status of the exam date for which they are registering.

Another new feature is the NCC LINC, an online service for NCCs. Clicking on this button will allow NCCs to access valuable information and resources. Information on Ethics and Web Counseling, Affiliates and Related Sites, and Contact NBCC (by e-mail, phone, fax, or postal) is also included on the site, as well as expanded information on state credentialing of counselors.

A popular service from the old Web site which is being continued is the Need A Counselor button. NBCC gets hundreds of requests from consumers each year for lists of counselors (general or specialists) in specific areas of the country.

Information for applicants has been expanded on the web site. They are now able to find out about requirements, deadlines, and fees, as well as to print the information booklet, application, and all necessary documentation forms. There is also a Counselor Ed Connection, with information for students and counselor educators.

Many hours of work have been put into the redesign of the web site. Hopefully, NCCs, applicants, and the public will find it helpful and easy to use. Keep watching the site as it undergoes further construction—exciting new developments are on the way!

WEB STATISTICS

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<td>Total Hits</td>
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<td>64,751</td>
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APPLICATIONS FOR THE APPROVED CLINICAL SUPERVISOR (ACS) CREDENTIAL NOW AVAILABLE

Applications for the NBCC Approved Clinical Supervisor (ACS) credential are now available. More than 800 applications have been mailed to people who had indicated an interest in the newest NBCC credential. Applications can be requested by calling the application request line (1-800-398-5389) or using the order form in this newsletter. Application information and forms can also be printed from our Web site: www.nbcc.org.

DISCIPLINARY ACTIONS

The following NCCs were adjudicated by the NBCC Ethics Hearing Committee for violating the NBCC Code of Ethics. Sanctions are listed after each name.

Don Langenberg, #10462, Reprimand, failure to disclose reprimand by Oregon Board.

NBCC

PROMOTING QUALITY COUNSELING THROUGH CERTIFICATION

Internet use is increasing dramatically as more and more people get online, and statistics for the NBCC Web site reflect that increase.

APPLICATIONS FOR THE APPROVED CLINICAL SUPERVISOR (ACS) CREDENTIAL NOW AVAILABLE

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Reflections
By Wendy Charkow, Summer Fellow

My time spent at NBCC this summer as the first AAC/NBCC/RACC fellow has been interesting and educational. I have learned a great deal about the counseling profession that is not taught in graduate programs, counseling texts, or even internships. As a fellow at NBCC, I was given the opportunity to understand the critical contemporary and future-oriented issues that professional counselors face in terms of certification, licensure, the work of counselors as compared to other mental-health service providers, the pressure for accountability, and the need to educate the public about the actual work practices of counselors.

I was fortunate to work this summer in NBCC’s Examination Department and gained invaluable knowledge about high-stakes testing and the procedures involved in developing and utilizing the National Counselor Examination for Licensure and Certification (NCE). In addition, the exposure to the business and corporate side of our profession that I have received at NBCC will undoubtedly guide me in my development as a well-rounded professional counselor.

I think that NBCC is a wonderful environment in which to work, learn, and interact with other professionals. The staff has been extremely helpful and friendly; they seem to go out of their way to meet the needs of their many consumers. I am grateful for the many experiences that this fellowship has given me as well as the opportunities to gain both practical knowledge and skills in working with research, assessment, and professionalization issues.

AAC · NBCC · RACC Summer Fellowship

The 1998 recipient of the Association for Assessment in Counseling (AAC) · National Board for Certified Counselors (NBCC) · Research and Assessment Corporation for Counseling (RACC) Summer Fellowship is Wendy Charkow, a native of Princeton, NJ, and a graduate student in the Department of Counseling and Educational Development at The University of North Carolina at Greensboro (UNCG).

Wendy received her Master’s Degree in Community Counseling in May with a perfect A average. This fall she will be continuing as a doctoral student in Counseling and Counselor Education at UNCG. She graduated summa cum laude with her Bachelor of Science Degree in Psychology from James Madison University of Harrisonburg, VA, in 1996.

Wendy is a student member of AAC, ACA, IAMFC, and the North Carolina Counseling Association (NCCA). She has attended the ACA World Conference in 1997 and 1998. Wendy gave a presentation at the 1997 NCCA convention concerning counseling women about abortion issues and presented at the 1998 NCCA convention regarding counseling practices with bereaved children. Also, she has been actively involved in the Upsilon Nu Chi Chapter of Chi Sigma Iota (CSI). Wendy has two articles in press and one under consideration. She enjoys research and professional issues concerning assessment. Wendy’s clinical and research interests also include program evaluation, bereavement, and domestic violence.

The AAC, NBCC, and RACC created the Summer Fellowship opportunity for research and professional development in assessment. The fellowship is designed to help future counseling professionals become effective and knowledgeable in working with assessment issues that are of concern to the counseling profession. AAC · NBCC · RACC Fellows will gain greater knowledge about assessment, research, licensure, and certification.

Graduate students in counseling and counselor-education programs who are selected for the eight-week fellowships will be involved with NBCC and RACC, which are located in Greensboro, NC. Fellows will have access to knowledgeable mentors and will be given opportunities to learn about the professional activities of AAC, NBCC, and RACC, and issues of concern to the counseling profession. Through meaningful work at NBCC and RACC, fellows will be exposed to a variety of operational levels concerning licensure and certification of professional counselors.
# NBCC ORDER FORM

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<tr>
<th>QTY</th>
<th>ITEM</th>
<th>PRICE</th>
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<tr>
<td></td>
<td><strong>Brochures &amp; Documents</strong></td>
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<td></td>
<td>One copy of each brochure or document may be requested at no charge.</td>
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<td></td>
<td>Client Rights and Responsibilities Brochures</td>
<td>$5.00/25</td>
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<td></td>
<td>NCCs: Dedicated to Helping You Brochures</td>
<td>$5.00/25</td>
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<td>NBCC Working for You— Benefits of Being an NCC</td>
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<td>NBCC Code of Ethics</td>
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<td><strong>Books &amp; Prep Guides</strong></td>
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<td></td>
<td>Preparation Guide for the National Counselor Examination for Licensure and Certification (NCE)</td>
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<td>National Clinical Mental Health Counseling Self-Assessment Examination</td>
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<td>NBCCs Work Behavior Analysis of Professional Counselors</td>
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<td>Counselor Preparation 1996–1998, Programs, Faculty, Trends</td>
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<td>Specialty Application</td>
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<td>(School, Career, Gerontological, Mental Health, Addictions)</td>
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<td>Provider of CE Activities Application</td>
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<td>(for use by private agencies, community colleges, school districts, etc.)</td>
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<td><strong>Pins, Plaques &amp; Certificates</strong></td>
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<td>NBCC Lapel Pin w/NCC Designation (cloisonne)</td>
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You may use this form to place an order. Indicate the quantity for each item selected, figure total cost, include credit card information or check or money order payable to NBCC, and complete your shipping address.

## SHIPPING/PAYMENT INFORMATION

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## RETURN TO:

NBCC
PO BOX 651051
CHARLOTTE, NC 28265-1051

Complete this section only if you are ordering the NBCC Display Plaque.

*ENGRAVMG: Please indicate engraving desired below, one character per space.

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As you began to read this issue of the newsletter, you may have noticed some changes. The most noticeable change is the new name—The National Certified Counselor. We think this will more accurately reflect the purpose of the newsletter and the audience to whom it is directed.

You also may have noticed the new, more contemporary NCC logo. The new logo has been trademarked, and NCCs will receive information about using it on business cards and letterhead.

With Volume 15, the newsletter is moving to a publication schedule of three issues per year. This is the Summer/Fall issue; the Winter issue will be mailed in December and the Spring issue in April. Regular updates on current counseling issues and events can be found on the News Wire page at the NBCC Web site (www.nbcc.org). Plans are underway to post a monthly NBCC Now online newsletter at the Web site as well.

The National Board for Certified Counselors, Inc. (NBCC) values diversity. There are no barriers to certification on the basis of gender, race, creed, age, sexual orientation, or national origin.